ANDREESSEN HOROWITZ

Coronavirus Apps From Around the World, Translated

Connie Chan, Avery Segal, Anne Lee Skates
March 31, 2020

We translated coronavirus-specific parts of apps created by tech companies, startups and governments worldwide.

In this moment of crisis, we are all navigating a world of uncertainty. With daily news of horrific human (health) and economic costs, it is natural to feel helpless and paralyzed in fear.

We are sharing translated screenshots of COVID-19 app features in the hope of inspiring tech companies to innovate for this time of crisis: to find new ways to use their platform and reach in the fight against the virus.

The following slides cover a range of examples, from WeChat and its integration of Tencent Health to an app used to distribute face masks to the general public. This isn't a comprehensive list, but more of a starting point for all of us to think about how we can use our skills and knowledge of the digital world to fight this virus together, and win.

(We prioritized speed over design. Stay safe, wash your hands, and wear a mask if you go outside)

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

WeChat & Tencent Health

Tracking symptoms

As students return to schools, WeChat has created functionality to help parents and teachers track early symptoms in students.

Tencent Health

This health portal, accessible via the Wallet in WeChat, has various information on COVID-19, including ways to look up nearby positive cases, the ability to search if you sat near someone who tested positive on a plane or a train, information on the correct way to wear a mask, and more.

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

WeChat Mini Program: Resume School Code (复学码)

Helps schools track each student's health and avoid transmission

The aim of this feature, according to Tencent: "when schools reopen, no matter whether it's primary schools, middle schools or universities, they can put up a school access barcode at the gate and let parents and outsiders scan via WeChat to enter school without hassle… (and) further manage people who enter schools"

Already checked in: 14 days

Today's temperature
Symptomatic?
Other symptoms?
Permit to attend?

Check in

QR code to enter school gates

Absent rate

Fever [ ]
Cough [ ]
Weakness [X]
COVID [ ]

Teacher/admin dashboard

Source: https://www.reuters.com/article/us-health-coronavirus-china-tencent/tencent-rolls-out-new-health-tracking-code-aimed-at-chinas-students-idUSKBN21A1J4

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Inside WeChat Wallet

Tencent Health has dedicated its entire first page to COVID-19 information and tools

Domestic COVID cases

New cases yesterday
# of cases from abroad

Detailed stats + map

Medical tools:

Free consultation, mask 101, nearby cases, self-diagnosis, plane/train COVID tracker, more

Beijing view

Abroad

Cases

Deaths

Med. Dictionary
(like WebMD)

Make dr. appt, find dr., schedule physical, etc

(Non-COVID below)

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Tencent Health Feature

Self-reported, guided physical and mental health daily check-ins

Community / leaderboard tab

Built-in community: a virtual "whiteboard" of what other users are recording and reporting

A user in Hunan Province recorded her emotions at 10:37PM

Post an encouraging message to fight COVID-19 together

My notes | Community tab | Other tools

Record my condition (personal tracking tool)

My notes tab

Anonymized user nickname

My personal page on daily check-ins

Body temperature

Activities I did today

Mood today

Physical health, no COVID-19 symptoms

Reported my status as of 12:40AM

My notes | Community tab | Other tools

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Map of COVID-19 positive locations (city and street detail)

Beijing - all 79 jurisdictions

Edit data / cases

Subscribe to COVID-19 notifications for this region

Share

All time

52 days ago a COVID-19-positive person was here

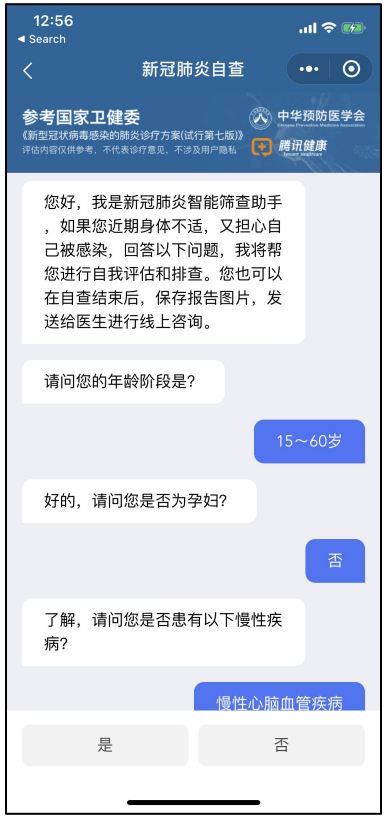
Shareable format on social media is designed to spread the use of this map feature in WeChat for positive COVID-19 locations

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

CHATBOTS - Free, conversational AI-powered chatbots to help users self-triage and learn more about the virus, as well as prevention tips

Topics you can ask me about include:
1) medical treatment fees;
2) chances of pneumonia;
3) picking the right masks;
4) how to prevent COVID-19 at home

If you are worried you have COVID, you can chat with me and I will help you with a self evaluation



What's your age range?

Are you pregnant?

Do you have long-term respiratory or heart health conditions?

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

PLANE/TRAIN TRACKER - See if passengers within seven rows of your seat tested COVID-positive

Look up train or flight within last 30 days

COVID-19 preventative reminders for travelers

Train number and schedule (date/time) of trains with COVID-positive passengers

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

WORLDWIDE DATA - Country stats to track global spread

International National (China)

Stats on the # of infections, deaths, serious cases, travelers

Current cases

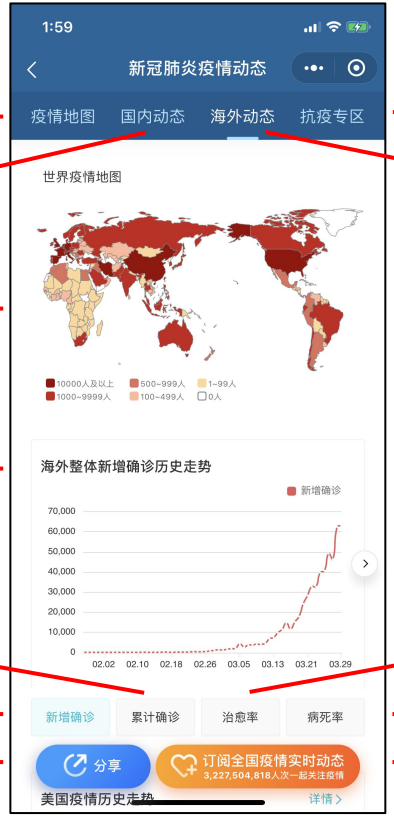
Hubei Province

Local / my area

Cumulative deaths

Cumulative recovered

Current # with serious illness



Map of cases

Domestic (China) cases

Global heatmap on covid cases

Chart: global (excluding China) # of new cases

Cumulative cases (#)

New cases (#)

Share

COVID-19 prevention center

International COVID news & developments

Recovery rate

Death rate

Get notifications for national updates (3.2M+ subs)

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Alipay, Tencent, & QR Tracking

Tracking cases

Developed and implemented within weeks, this Alipay color-coded QR system (at right) helps track where potential infected people have traveled, and can be accessed through both Alipay and WeChat:

1. Users fill in a form on Alipay with personal details and the software generates a QR code in one of three colors.
2. QR code checks are required to get on trains and subways, as well as some cafes, shopping malls, and restaurants
3. Yellow/red status may be given to someone who has had contact with an infected person, visited a virus hot zone, or reported having symptoms in the sign-up form.

Tencent recently rolled out a similar system within WeChat, specifically targeting back-to-school use cases for students returning to school and outsiders visiting schools

Green = the person can move about unrestricted

Yellow = may be asked to stay home for seven days

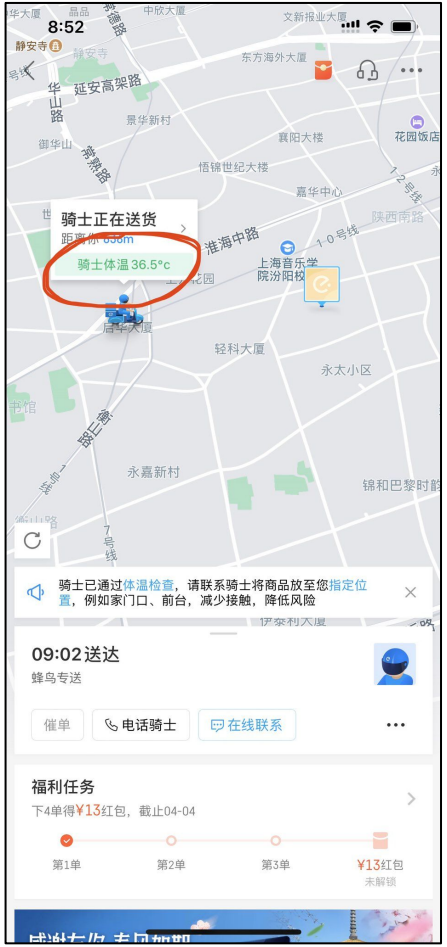
Red = two week quarantine

Source: https://www.japantimes.co.jp/news/2020/03/24/asia-pacific/china-green-light-alipay-app/#.XoO0eJNKjBI

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Food delivery with the Ele.me app

The app shows users the body temperature of the courier



Credit: @zhaomein Twitter

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

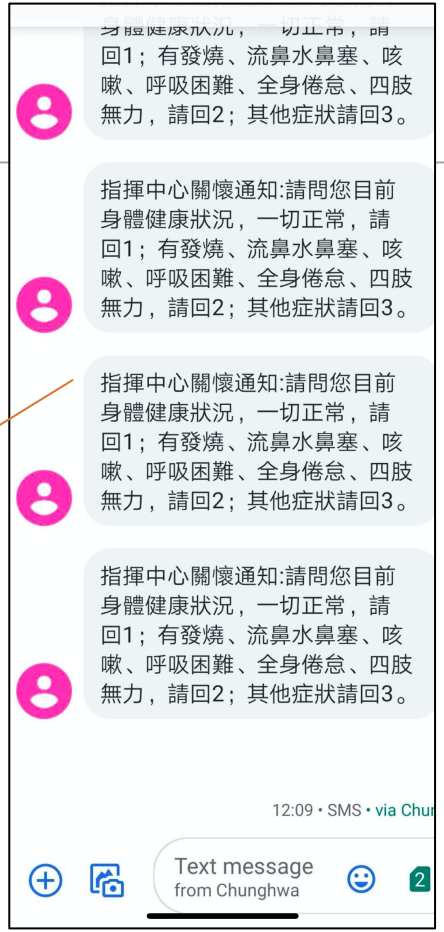
Mask distribution via app

Masks for protection

In Taiwan, people are able to receive three masks per person every week. To pick up their masks, users can download an app that locates the closest distribution store and shows how many adult size and kid-size masks are left in real time.

In addition, in Taipei*, quarantined people receive a daily text message:

> *Users can choose from the following responses:*
>
> *1 if everything is OK,*
>
> *2 if fever, runny nose, stuffy nose, cough, difficulty breathing, or general body weakness.*
>
> *3 if other symptoms*



*Similar case in South Korea

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Timely Mask Map app (及时口罩地图), Taiwan

Refreshes every 60 seconds with the exact number of masks available, the store locations, and their distance from the user

Most recent refresh

Distance
Shop name
Address

Mask search
Full map view
About us

Time for next refresh (every 60 sec)

# of adult masks
# of children's masks

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Timely Mask Map app's flow of finding masks

1. Click into shop

Nearest shop

2. Get transit info, call shop, or share info to friends

Shop name
Address
Phone number

# of masks:
0 adult
57 for children

Transit by:

Close/share

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Developers have created more than 100 digital maps showing the location of masks using open data provided by Taiwan health ministries.

A sample map color-coded by % of adult vs. children's mask shipments still in-stock

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Chinese TikTok & Toutiao (Bytedance)

Education & Information

Douyin (Chinese TikTok) provides general information on COVID-19, in addition to other helpful information, such as local job fairs, curated videos for distance learning, mental health resources, and informative videos from verified experts.

There's also a section for short videos related to COVID-19.

Bytedance's Douyin (Chinese TikTok) was the top app ranked by DAUs during China's initial shelter in place (Jan 24 - Feb 2)

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Douyin's COVID Hub is home to educational, informational, and lighter-hearted content for making it through the quarantine

Live streams

Case tracking, live streams, online classes, live-stream recruiting, science experts, cases abroad, things to do at home, official notices, fact checks, relevant reading

Cases in: Hubei, China, Abroad

infected, # recovered, # deaths

Hubei cases last 9 days

Nearby cases (map or track train / plane)

Relevant videos (choose between funny/informative)

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

MAP - National/regional COVID-19 case tracking

Conditions in Hubei

City tracker
City alerts

Relevant videos (news/local)

Subscribe to local alerts / share city updates

Map of cases (browse entire country)

Virus icon = location with known case
Footprint icon = known case passed through

Browse location list
Train/plane case tracker
Share with friends

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

EDUCATION - Distance learning for all ages and virtual job fairs

Famous professors, live streams, top schools, programs

Filter by subject: math, language, science, cognitive thinking

Filter by grade level

Regional hiring events

Upcoming hiring events

Pre-register

- Recruiting events
- University job fairs
- Public classes for job seekers

Submit resume
Learn more

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

MENTAL HEALTH - Watch positive videos relevant to shelter-at-home

Informative videos by science experts

Topic: protecting oneself from COVID-19

Topic: refuting rumors

Topic: expert announcements
Below: mental health, uplifting videos

#ExpertHomeMeals

#IndoorExercise Season

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

FACT CHECK - Read verified sources and dispel or confirm rumors

News live feed, fighting COVID in unity videos, daily report, Bytedance donations, field videos*

News live feed

Search fact-check database

Red: Fake
Green: Verified

Field videos are from hospitals, press conferences, airports, and vlogs

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Toutiao - Most popular news app in China

COVID section (red)

Conditions abroad, new updates, Wuhan status, track train/plane, official updates

Status in: China, Wuhan, Abroad

Total #, current #, imported #

Suspected case #, death #, recovered #

Rumor dispelling, diagnosed celebrities, Wuhan articles/Q&A, medical services

COVID-19 section has a dedicated page on **diagnosed celebrities**, in addition to general statistics and information.

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Mainstream apps add dedicated COVID-19 sections

Dedicated sections in apps

From Weibo (“China’s Twitter”) to podcasting apps, many mainstream apps in China have now created new sections dedicated to COVID-19. The features range from accepting donations to supporting farmers by buying produce directly to online medical advice. For instance, on Baidu more than 100k doctors in China have responded to over 38 million inquiries about the virus.

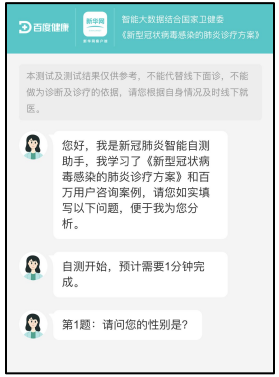
What’s interesting to note is that these apps aren’t all news-related, but have used their distribution power to deliver content that they deem helpful, in addition to launching COVID-19-specific features.

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Baidu's dedicated COVID channel includes a Q&A community with doctors, AI-powered chatbots and callbots and more

Free, online Q&A community with more than 100k doctors fielding 38M+ inquiries

Baidu maps with real-time road closures and heatmap of high-density areas, confirmed case locations, and locations of hospitals and clinics



Free, AI-powered chatbot with coronavirus information and news. A callbot makes automated calls to people checking travel status, health condition, etc.

In-app, live temperature monitoring via computer vision; thermal imaging of fellow transit passengers; and live notifications of potential COVID-19-positive people near you

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Weibo - Pandemic charity giving (micro-donations & leaderboards)

List of charity projects, view #supportdoctors business leaderboards, View #HelpPatients

$4.6M+ donated
1.98 million donors

Tap charity project to learn more

453+ corporate donations
Total: $1.4B+

Pinduoduo: $14M donated

Corporate leaderboard

Weibo accounts of corporations that have donated

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Ximalaya (#1 podcast platform) - News, sports, and the sharing of audio user-generated pandemic stories

Special section: headlines from the battle against COVID

COVID info, COVID map, audio news reports, audio sports reports, personal stories

A dedicated page for user-recorded love stories during the pandemic

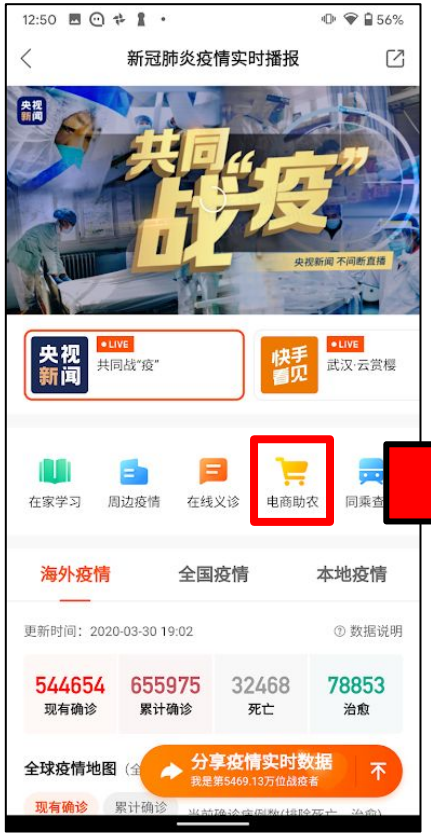
Submit story to popular podcast or record now

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

Kwai (#2 short video platform) - Live streams, classes, and ways to support farmers through ecommerce

Live streams

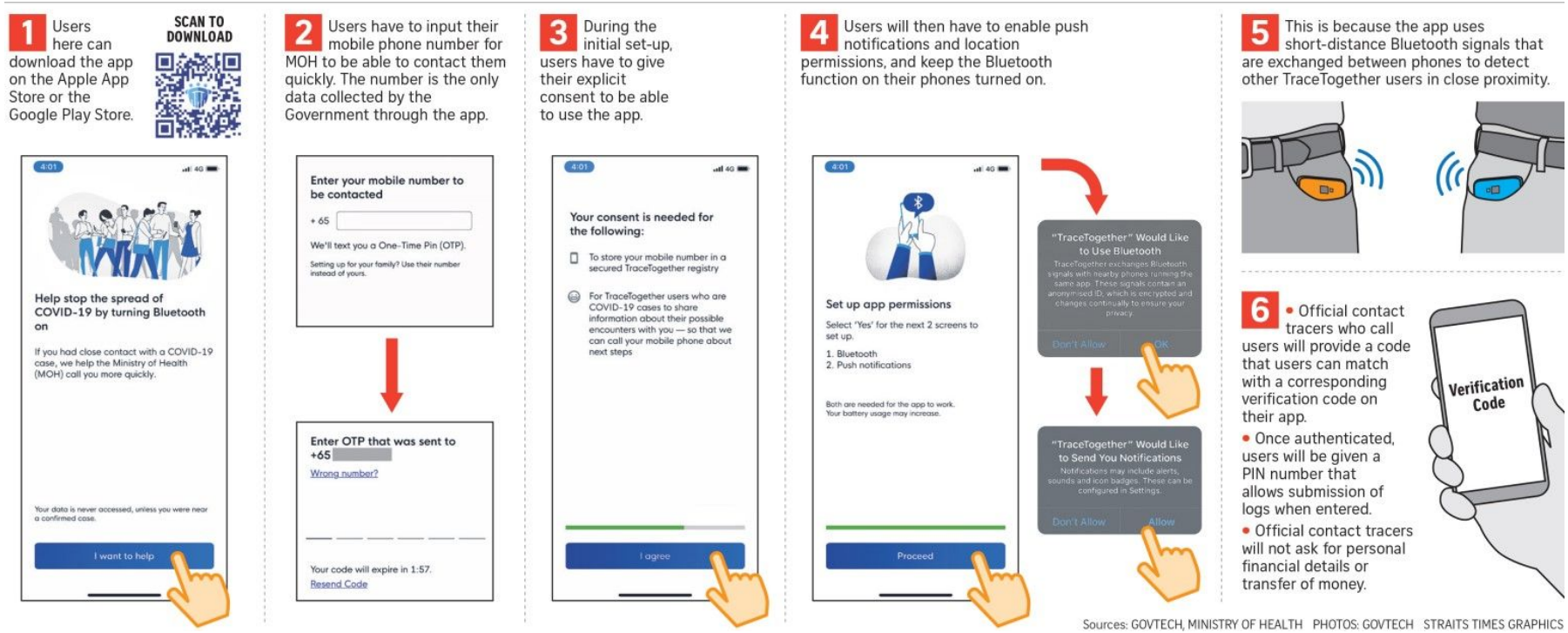
Study at home, nearby COVID cases, doctor consultations (via partnerships), rural farm ecommerce, transit info, look up fellow passengers COVID statuses



Direct-to-consumer produce available for purchase that supports rural farmers. Watch videos from the orchards by tapping into shops.

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.

TraceTogether (Singapore) and HaMagen "The Shield" (Israel) track contact with anonymous positive COVID-19 people and spaces



TraceTogether (shown above) uses open-sourced Bluetooth tech to detect contact with COVID-infected people; those who do come in contact receive notifications for testing. Similarly, Israel's HaMagen app (GitHub) takes location data from the user's phone and compares it with information in the Health Ministry servers to identify possible contact.

Credit: Singapore Straits Times

© 2017 Andreessen Horowitz | Proprietary & confidential, all rights reserved worldwide.